

**Child Support Advisory Board**  
**MINUTES**  
**February 19, 2004**

**Present**

1<sup>st</sup> District, George Gliaudys, Jr., Esq.  
2<sup>nd</sup> District, John Murrell  
3<sup>rd</sup> District, Lucy T. Eisenberg, Esq.  
3<sup>rd</sup> District, Betty Nordwind, Esq.  
4<sup>th</sup> District, Jean F. Cohen  
5<sup>th</sup> District, Reginald Brass  
5<sup>th</sup> District, Susan Speir

Chief Information Office,  
Earl Bradley  
Children and Family Services,  
Barbara Abrams  
Child Support Services Department,  
Phillip Browning  
Department of Public Social Services,  
Rosie Ruiz  
CA Department of Child Support Services,  
Nancy Stone  
Superior Court, David Jetton

**Absent**

1<sup>st</sup> District, Jane Preece, Esq.  
2<sup>nd</sup> District, Paula Leftwich  
4<sup>th</sup> District, Maria Tortorelli

Franchise Tax Board, Debbie Strong

**Guests**

Steven Golightly, CSSD  
Lori Cruz, CSSD  
Julie Paik, CSSD  
Gail Juiliano, CSSD  
Carol Mentell, CSSD

Wayne Doss, CSSD  
Lisa Garrett, CSSD  
Anita Spenser, DPSS  
Lawrence Hill, SEIU Local 660

**Staff Support**

Lee Millen, Board of Supervisors  
Peter Papadakis, Board of Supervisors  
Audra Galang, Board of Supervisors

**CALL TO ORDER**

*Chairperson Eisenberg* called the meeting to order at 9:34 a.m.

**APPROVE MINUTES OF JANUARY 22, 2004**

On motion of Vice Chair Speir, seconded by Member Browning and unanimously carried, the minutes of January 22, 2004 were approved with the following corrections:

Attendance: Julie Paik absent; Page 2, Public Comment, 3<sup>rd</sup> paragraph, "...the amount of current child support..."; DCSS Report, second sentence, "... Member Stone's research indicated that the Regional Administrator of Inyo County ..."; Page 3, Director's Report, fourth paragraph, The goal set by DCSS is 46%.; DCSS Report, "...DCSS is looking at best practices for starting to work on ...although not focused specifically...on the County's best practices in use in LCSAs throughout...". "...Mr. Rea agreed to refer the issue to Ms. Stone who would report back on the status of the DCSS review. and report back."; Page 5, second paragraph, "...and staff the program focus has been on the federal measures due to the link between those measures and program funding. may not be able to get additional data requested", "...that additional State measurements exist and an greater emphasis...near future, including the need to focus on the percent of paying cases in the overall caseload."; Third paragraph, "...regarding a response letter from Curt Child's on the results of the Allocation Committee concerning the STR registration.

Chairperson Eisenberg noted that in the future the minutes should be amended not necessarily to reflect what is correct, but what was in fact said.

#### **DIRECTOR'S REPORT:**

*Phillip Browning, Director, CSSD, reported the following:*

- Staff has done a great job in the last few months in moving current collections from 32% to 41.2% as of January 2004; total collections are up 3.5% to 4%;
- There is continued discussion with the DCSS regarding funding for the local child support program. The CSSD has been asked to prepare a budget based on current data which in effect reduces operation resources, and includes mandated increases in workman's compensation and prior agreed upon benefits.

Member Stone reported that the Allocation Committee will meet in February 2004.

- The Los Angeles Times today reported on the LAO's analysis and recommendation on the Governor's budget, and a report on child support services is on the web concerning the Allocation Work Group. The Governor's budget proposes that not only should the counties pay 25% of the federal penalties (\$10.5 million for Los Angeles) but should forward TANF collections to the State (\$6 million for Los Angeles), and the LAO recommends that the counties that perform well should keep TANF collections and acknowledges that the large counties (60% of the state) fail to meet the statewide averages.
- The majority of the large counties receive significantly less per case than smaller counties. If Los Angeles were allocated the average funding of all other counties, an additional 1000 staff could be hired. The Board of Supervisors has been alerted regarding this issue, and the CSSD is debating what kind of response, if any, is needed.

- A paternity disestablishment bill is being considered by the State Legislature that would allow NCPs to prove non paternity in court and request removal of a child support obligation. (Member Stone noted that the DCSS legislative office has been very involved on this issue.);
- Although the LA CSSD collections are primarily received by check, some of the small businesses are using the Expert Pay Program (a method of payment available to employers to forward child support monies); the CSSD is interested in improving the availability of electronic methodologies; and
- Gail Juiliano has been appointed the Manager of the QAPI program.

Chairperson Eisenberg congratulated Ms. Juiliano on behalf of the Board.

**DCSS Report to include: Discussion of concerns regarding BPR; Follow up on legal issues regarding Interstate; State Approval for use of Orange County's six page Non-Welfare Application form**

Carlos Rivera, DCSS, reported telephonically that regarding a request at the last CSAB meeting on a policy letter for interstate cases, state statute allows for either of the proposed options, and local courts will be consulted regarding the issuance of a written uniform practice by the DCSS (Mr. Rivera will report back on this issue). Also, regarding the complaint resolution process, a complainant in a two state case can enter into the local complaint process for actions under California's jurisdiction; however, the legal division will draft a letter for local agencies that advises CPs that complaints outside the scope of the local complaint process or state hearing can not be handled under California's jurisdiction.

Member Stone reported that she is reviewing a comprehensive BPR report forwarded by Julie Paik on February 12, 2004. The DCSS will track the periodic reports provided by Los Angeles, observe the process, and looks forward to having the set outcomes accomplished with the indicated approach. In response to Chairperson Eisenberg, Member Stone advised that a reply to the report will not be issued.

In response to Steven Golightly, Chief Deputy Director, CSSD, regarding Orange County's improved performance using a simplified application form for non-welfare cases, Member Stone reported that more analysis is needed on the approach and whether it can be implemented statewide. The DCSS will address this issue as expeditiously as possible, however, it will first require executive review and approval, and a DCSS position on the matter. A form could be recommended for use that individual counties could opt into.

Member Stone thanked Member Browning for his written response on the state hearing complaint resolution letter, and advised that she will follow-up with him directly on the state's decisions and concerns.

### **FOLLOW UP REPORT ON CASES OF LESTER DANIELS AND SAM STREICKER**

Ms. Jennifer Coultas, Assistant Head Attorney, CSSD-Division 5, reported on the Sam Streicker case. Ms. Coultas briefly reported that in 1989 a support order of \$200 per month was opened for one minor child, and Mr. Streicker had custody of two minor children and the CP had custody of one minor child. Subsequently, the CSSD was not made aware of a modified court order in 1992 of \$510 per month, and Mr. Streicker continued to pay the lower amount court order. In 1999/2000 his billing statements reflected an overpayment, however, upon further review the CSSD became aware of the new order and it was determined that Mr. Streicker owed a support arrearage of \$23 thousand. He will most likely qualify for a state approved adjustment to the arrearage due to his current income and financial obligations.

Discussion ensued on the court order process and the need for written procedures to improve communication between the court and CSSD operations, and to mitigate staff confusion and NCP miscommunication. Lori Cruz, Deputy Director, CSSD, advised that new procedures will be drafted and the responsible case worker will be oriented on proper protocol to follow in these instances. Gail Juiliano, Manager, CSSD, advised that QAPI will be implementing a procedure to avoid any similar incidents.

Chairperson Eisenberg requested a report back on the new procedures.

Rachel Gurarie, Assistant Division Chief, CSSD-Division 2, reported on the Lester Daniels cases. The first case is of three minor children and the second case is of one child from the same CP. Support orders were received by default on both cases in 1996 and the NCP failed to notify CSSD regarding a pending dissolution action in 2000 with the CP that was on welfare. In 2002 Mr. Daniels requested a license suspension and downward modification, and notified CSSD that he had a 50% custody order for four children. Staff later refused the case for modification, and both cases were audited and subsequently terminated effective the date that the dissolution order commenced. Ms. Gurarie reported that she is inclined to set the dissolution for modification, and have both parties come in to the office to determine who has the child and if the order based on a 50% custody is appropriate.

Chairperson Eisenberg expressed concern that the CSSD does not receive copies of court orders. Member Jetton advised that the court trustee receives a copy of each court order, and Ms. Cruz noted that she understands that court trustees receive few court orders. Mr. Golightly advised that staff will determine what the court trustee procedure is and ensure that it is in fact being followed. Chairperson Eisenberg requested a report on his findings at the next CSAB meeting, including on formerly aided cases with arrearages.

### **STATUS REPORT ON BPR**

Julie Paik, Deputy Director, CSSD, distributed a comprehensive BPR report (copy on file). Phase I includes an analysis of prior reports/studies, workgroups, adoption of cases and issues log. The log contains recommendations to create a legacy for change management, strengthen and streamline the Co-Locate/Intake functions, increase

services provided by the Call Center, ensure that staff understands all components of a case and stratify cases for attention.

The BPR Team met with two consultants during Phase I and will meet with a third consultant on its efforts. Phase II began in February 2004, which entail visiting other California counties, collaboration with consultants and drafting the recommendations. Once the site visits are completed and the consultant is chosen, the BPR Team will review all the data and information and begin drafting the recommendations for improved business processing.

Wayne Doss, CSSD, reported that he and staff visited Orange County and learned about a credit card system initiative that has increased collections to as much as \$1 million per year; that Orange Country has approximately 25% more cases than Encino but almost four times as many staff; that there is a wage incentive bonus for increased performance; and that a higher percentage of staff in Orange County is involved in quality control.

Ms. Paik reported that she and staff visited Sonoma County and became aware of the county's reduced case load compared to Los Angeles (the Encino office handles more cases [80 thousand] than the entire county [18 thousand] caseload), and that it communicates very effectively with its entire staff (176) due to its size and centralized operation. Also, Sonoma County recommended that the QAPI Manager speak with each staff member to discover new methods to increase performance measures.

Discussion ensued on the justification of DCSS allocation funds to counties. Member Stone reported that the Allocation Work Group is moving towards a case performance methodology wherein the program funding criteria is individual county performance; the DCSS must justify funding increases to counties by showing an increased level of performance to the state legislature. CSAB Members expressed their dissatisfaction with the DCSS methodology. Member Stone noted that the BPR may produce the needed results.

Ms. Paik invited Members to attend the final workgroup meeting. In response to Member Nordwind, the next quarterly report will be summarized.

#### **UPDATE ON IMPLEMENTATION OF PROBLEM IDENTIFICATION PROGRAM**

Steven Golightly presented an update on the Problem Identification Program initiated January 2004 and widely advertised to staff. To date fifty one forms have been received and the Work Group will meet to answer and work on concerns; each submittal will receive a response. The group meets to determine if the concern is a systemic error or a mistake, and develops a strategic response. About 60% of the concerns have been identified as department wide issues (30 items), such as staff training needed, case closing and improved protocols. A further update will be presented next month, and at the end of a three month period staff will report whether this initiative should become a department protocol.

Following discussion, Chairperson Eisenberg requested a report in April 2004.

### **REPORT ON PROCEDURES FOR INPUTTING NEW ORDERS RECEIVED BY THE COURT TRUSTEE INTO ARS**

Ms. Lori Cruz advised that staff will report back following additional staff research.

### **REPORT ON VISIT TO INTERSTATE DIVISION**

Member Gliaudys reported that he and Chairperson Eisenberg had an informative and positive experience visiting the Interstate Unit on February 6, 2004, and received a full informational briefing concerning their caseload (48 thousand cases or 10% of the CSSD caseload). Larry Silverman, Division Chief, advised that an increase in complaints is due in part to out of state case workers that often suggest that their clients submit written complaints to address their concerns. Also, the BPR model is focused on functionality versus a specialist approach needed in interstate casework. Further, staff continues to work on interstate back log cases.

Member Murrell suggested that the best model to utilize is one that gives management flexibility to apply functionalization or specialization as needed.

### **REPORT ON COMPROMISE OF FOSTER CARE ARREARS/I-COAP**

Lori Cruz reported that one I-COAP application has been received from the court facilitator. Ms. Cruz noted that she worked the NCP case with \$43 thousand in arrears and a meager economic situation. Donna Kershewitz, DCSS, reported that clients in Los Angeles are receiving forms but are not instructed to mail I-COAP forms directly to the local agency and not to the state. Vice Chair Speir noted that the application is very complicated and can be a daunting task for many NCPs.

In response to Member Nordwind, Chairperson Eisenberg agreed to work with Ms. Cruz and Vice Chair Speir to develop a list of questions regarding the basic components of I-COAP to be presented at a future CSAB meeting.

### **PUBLIC COMMENT**

There was none.

### **ADJOURNMENT**

The meeting adjourned at 12:12 p.m.